



# Complaints policy and procedure

## 1. Introduction

The Social Care Institute for Excellence (SCIE) recognises that there will be occasions when its actions do not meet reasonable expectations. If you need to complain about the way in which a matter was handled, your complaint will be investigated by a senior member of SCIE's staff. If we are at fault we will apologise and tell you what we will do to put matters right.

## 2. What this policy is for

If you are not happy with any aspect of the way SCIE conducts its business, we would like to know. Your complaint is the first step in helping us to put matters right.

### 2.1 How to complain

Many complaints can be sorted out quite simply by discussing the problem with a member of staff. However, if after discussing your concerns with SCIE you remain dissatisfied, you can make a formal complaint by contacting:

Director of Corporate Services and Workforce Development  
Social Care Institute for Excellence  
Fifth Floor  
2–4 Cockspur Street  
London SW1Y 5BH  
Tel: 020 7024 7650  
Fax: 020 7024 7651

### 2.2 How we will deal with your complaint

- You will be sent an acknowledgement within five working days of receipt of your complaint. A full reply will be sent by the Director within 20 working days of the receipt of the complaint, or you will be advised of why it is taking longer.
- If you are not happy with the outcome, you can ask the Chief Executive to look at your complaint. The Chief Executive will respond to you within a further 20 working days.
- If you are dissatisfied with the Chief Executive's response, your complaint will be reviewed by a SCIE trustee. A response will be sent to you within 20 working days of their review.

All complaints will be reviewed by SCIE's Audit Committee and a summary of complaints received and actions taken included in the annual report of that committee to the Board.

## **2.3 Information Commissioner**

If your complaint concerns the Freedom of Information Act 2000 and you are still dissatisfied with the response from SCIE, you can refer your complaint to:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

If you refer your complaint to the Information Commissioner he may investigate the matter at his discretion.

## **3 What this policy does not cover**

Individuals may not always agree with the material we produce. We understand and accept this and we always welcome constructive criticism. Whilst we endeavour to respond to all such observations made on our work, we will not treat them as formal complaints.

**Andrea Sutcliffe**  
**Chief Executive**

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